

Silver Bowl  Special Edition

Colonial Williamsburg News

INFORMATION ABOUT COLONIAL WILLIAMSBURG PEOPLE AND PROGRAMS

VOLUME 68, NO. 1 JANUARY 27, 2015

Celebrating the Events of 1989

New plan outlined objectives for improving visitor experience

In a document presented to Colonial Williamsburg's Board of Trustees at the semi-annual meeting, April 21-22, 1989, new goals were presented. The Seven-Year Plan also was presented to employees.

Priorities for the next seven years focused on strengthening educational programs and providing better service to guests, improving working conditions for employees, intensifying preservation, maintenance and support programs, protecting the quality of environment in the Williamsburg area, and enlarging financial resources to assure the future strength and security of the Foundation.

Statement of Objectives

- To exceed visitor expectations for learning, hospitality, courtesy, service, value and enjoyment by continuing to employ highly motivated, knowledgeable and well-trained people.
- To strengthen the educational program by concentrating resources on interpreting the Historic Area, expanding exhibition facilities, integrating museums more fully into the educational effort and focusing outreach and activities more sharply.
- To intensify preservation and maintenance by implementing integrated and accelerated programs for the Historic Area and collections.
- To be the best place to work by commitment to a shared sense of purpose and direction, respect for each individual, competitive pay and benefits, and by offering the means to achieve success.
- To improve support services by better coordination between providers and users of support services and replacement or renovation of inadequate facilities.
- To enlarge our financial resources by increasing annual giving and capital fundraising, by effective investment management and by building the

contribution from business operations.

- To be a leader in protecting the quality of the environment in the Williamsburg area by aggressively deploying our managerial and financial resources.
- Taking a closer look at "strengthening the educational program" by:
- Concentrating resources on interpreting in the Historic Area.
 - Forming interpretive planning teams to review existing interpretations at the Wythe House, Printer/Binder, Gunsmith Shop, Music Teacher's Room and other sites on an ongoing basis to meet educational and interpretive goals set out in "Teaching History at Colonial Williamsburg."
 - Looking at offerings for families, young guests, schools groups and others to effectively meet their needs.
 - Continuing focus on guest orientation.
 - Working to make the best use of all our interpretive resources in a range of Historic Area programs including African-American history, refining the role of character interpreters, musicians and dancers to bring the Historic Area to life, and enhancing authenticity of 18th-century clothing.
 - Expanding exhibition facilities at the Courthouse, Abby Aldrich Rockefeller Folk Art Center, Play Booth Theater on Palace Green and military encampment and expanded Historic Trades by opening brickyard and tailor shop.
 - Integrating museums more fully into the educational effort by refining the mission and objectives of the museums and their relationship to other education programs, examining ways to connect museum exhibits and programs more directly to Historic Area sites and activities, refurbish Historic Area sites and develop special exhibitions to support and enhance Historic Area programs.

See 1989 Guest Experience, page 8



Colonial Williamsburg photo

In utility, Prince Wallace and Rose Harris prepared for Shields Tavern's opening day.

Shields opened Jan. 17, 1989

On Jan. 17, 1989, Colonial Williamsburg unveiled its newest and largest operating tavern – Shields Tavern. The result of many hours of planning and research, and more than a year of renovation and construction, Shields embodied two major aspects of the Foundation's mission – teaching guests about the history and lifestyles of 18th-century Americans while providing quality food and service in a friendly, hospitable atmosphere.

Most every detail of Shields – from the furnishings in each room to the costumes worn by the servers and hosts, to the foods served – was carefully chosen to give guests the most authentic 18th-century dining experience possible. Much of what the guest saw was based on evidence gathered through careful historical, architectural and archaeological research.

Decorative items used throughout the tavern reflect each room's use around 1750 when the tavern was kept by James Shields, based upon an inventory taken when he

died.

The tavern featured 12 rooms with seating for 254. The main level included the Hall, the tavern's reception and waiting area and five dining rooms. A rest room that was fully accessible to the handicapped was also on this level. The upper level featured four dining rooms. The lower level included two large dining rooms, a full-service bar and public rest rooms.

The garden, with seating for 200, featured an arbor covered with trumpet vines. Archaeological research conducted at the site uncovered the locations of walkways, fences, garden beds and outbuildings, all of which have been included in the landscaping plan. Archaeology also uncovered a well, which yielded a number of artifacts dating to the colonial period and the Civil War. The "footprint" of this well is outlined in the brick paving of the courtyard.

The garden featured an outdoor bar, located in the storehouse. Other buildings

See Shields Tavern opening, page 11



Colonial Williamsburg photo

A 10-inch silver bowl in the design of 1770 with an inscription was given to Colonial Williamsburg benefactor John D. Rockefeller Jr.

Special edition honors employees celebrating 25 years of service

Colonial Williamsburg presents Silver Bowls to employees celebrating their 25th anniversary with the Foundation. On pages 2-8 in this special issue of CW News, Colonial Williamsburg recognizes employees who celebrate their 25-year milestone anniversary and receive a Silver Bowl. This issue also looks at some news highlights from 1989.

The discussions of a fitting 25-year service award began in 1952 with a special committee. A gold watch, silver tray, cash and a medallion, with the choice of another gift, were among the first suggested awards.

It was concluded that the award should be uniform for all employees, dignified and impressive, significant to Colonial Williamsburg or its period, and readily

recognizable as a 25-year award.

A sterling silver bowl with 18th-century design met the criteria. A 10-inch silver bowl in the design of 1770 with an inscription was chosen.

The first silver bowls were presented to Kenneth Chorley, president, and Monier Williams, director of operating services, in 1953 at a special meeting of trustees and employees.

A surprise presentation of a silver bowl also was simultaneously given to John D. Rockefeller Jr.

Until 1978, the bowls were presented to employees at the spring and fall meetings of the board of trustees. In 1978, the tradition of awarding the bowls at a special dinner was begun.



Patricia P. Aadahl

Patricia P. Aadahl
Director, Internal Audit –
Finance & Administration

Patty Aadahl has enjoyed working with the accounting and audit teams to learn the Foundation's structure and processes throughout her career. She was one of the few Certified Public Accountants on staff when she began working for Colonial Williamsburg as a staff accountant in General Accounting. In 1992, she transferred to Internal Audit where she has found her niche and attained her Certified Internal Auditor designation. Promoted to senior auditor, then manager, she has been director for the past fourteen years. The years have provided a challenging opportunity to work with staff and management at many levels across the board within the Foundation and Hospitality/Products to find ways we can be successful and productive.

Patty believes that new employees should make the most of the opportunities that Colonial Williamsburg offers by being open to advice and direction from managers and coworkers and by building good work relationships and friendships. "You spend a lot of time with coworkers and need the support they can provide during your years here. Colonial Williamsburg is a complicated place and it is important to understand the culture, purpose, and interrelationships between areas."

She has been a part of the Hospitality and Courtesy Committee for the Finance division for several years, has served as chair of the Lighting the Way award committee, and currently chairs the Foundation-wide Hospitality and Courtesy Committee. Patty finds it inspiring to meet members of our diverse workforce and hear stories of what people do.

Patty has played piano in church for more than twenty-five years (and even met her husband Richard at church). She likes to read (she is never without her Kindle), crochet and scrapbook. A huge sports fan, she watches and analyzes plays when her favorite teams are on television.

Husband Richard is a teacher at Lafayette High School and son Cameron is a senior at Warhill High School. Older daughter Heather worked as a junior interpreter during high school and college breaks and now lives with husband Kyle in Chesapeake. Daughter Holly is a senior at James Madison University who works summers and school breaks in several areas of Hospitality operations.

Martina M. Bradley
Network Support Specialist –
Information Technology

Martina (Rouse) Bradley grew up in the Richmond section of Denbigh in Newport News with a family of four brothers and two sisters. After graduating from Denbigh High School, she worked in retail at JC Penney for several years until the company closed that branch store. A job opening in the local newspaper brought her to



Martina M. Bradley

Colonial Williamsburg and she began her career here as a telephone operator. Three months later she transferred to Information Technology as a clerk/purchasing assistant. Martina says, "I progressed to secretary and in 1992, to telecommunications assistant, learning everything I could along the way. I remember my responsibilities for maintaining the database and the constant updates for the old Foundation hard cover phone books. Needless to say, technology in that area has dramatically improved!"

Martina also remembers how much she enjoyed working (carefully) behind the scenes on networking issues during Queen Elizabeth II's visit here in 2007.

She began her current position as a network support specialist in 2005 and enjoys the challenging and constantly evolving technology. "Sometimes physically demanding, I often find myself 'down and dirty' in an out-of-the-way location," Martina says, describing the network equipment and wiring that Information Technology is responsible for Foundation-wide.

Like other 25-year employees, Martina also advises new employees to "Learn all that you can learn about Colonial Williamsburg. Never be afraid to broaden your horizons. Grow, grow, and grow!"

Martina raised her daughter Lanica as a single mother. Now grown, Lanica is an athletics coach out of state. Twenty-three years after graduating from high school, Martina and her Denbigh High School sweetheart Joseph reconnected at a high school reunion. In 2011, she and Joseph married on Martina's birthday - "What a nice present to me!" Joseph is a jazz and gospel musician, Martina is a singer, and the couple collaborate in music ministry.



Nathaniel Brooks

Nathaniel Brooks

Senior Gardener - Landscape

Nathaniel Brooks is a Charles City resident whose family connections brought him to Colonial Williamsburg. His father, Charles (Jack) Brooks, was a forty-year

employee in Facilities Maintenance when he retired in 2009. Several of his uncles also had long Foundation careers when they retired - Willie Coles as a Facilities Maintenance foreman; Charlie Brown was an electrician; Thomas Brooks and Herbert Harris were senior gardeners in Landscape. Cousins Nathaniel Smith, Alonzo Akrie and Robert Coles are current Landscape Services employees. Nathaniel's first job was as a landscape helper during the summer that evolved into a full-time position as a gardener working at the Williamsburg Inn and Lodge properties.

A favorite memory is the time when he learned about his promotion to grounds keeper. Foreman Goodie Cobb told Nathaniel, "This is your last day working as a summer helper and the director of landscape wants to see you in his office." Nathaniel says, "On the way over to the office, my foreman was telling me that he had enjoyed working with me and that I had been a good worker. I felt as if my feet were made of lead and I was about to be fired. When I arrived at the director's office, he handed me a letter that said 'Congratulations, you have become a full-time Landscaping employee!'"

Nathaniel enjoys spending time with his mother Edna, a brother, two sisters, and his two "wonderful" daughters Patricia and Kierra. During his free time, he enjoys family outings and birthday celebrations. Additionally, he is a San Francisco 49ers football team fan, enjoys fresh water fishing, hunting, attending car shows and gospel singing. Ever the gardener, he maintains his yard (mostly flowers) and his mother's. His favorite family events are birthdays and he is often responsible for setting up the location and the cookout that usually accompanies every celebrated birthday.

"I would advise new employees to work your hardest in a job that you enjoy. That's what I've done and it has been a wonderful career at Colonial Williamsburg," said Nathaniel.



Deborah O. Brown

Deborah O. Brown
Senior Custodian – Art Museums
of Colonial Williamsburg

It might not be a good idea to say anything bad about either Emmitt Smith or the Dallas Cowboys if **Deborah Brown** is within hearing. She has a reputation for defending the team and former player Smith with force and fervor (even when he danced on television's *Dancing with the Stars*). She is one of several 2014 honorees who share this favorite team and are known for their support.

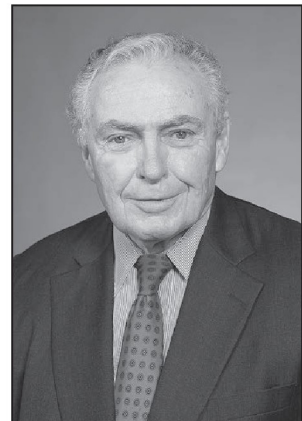
Deborah grew up in Charles City and came to Williamsburg in 1988 to work at the Woodlands Grill for 8 years. She also worked as a buffet runner (loved that job!) at the Cascades Restaurant. Deborah remembers that her coworkers were like family and always supported each other at work and after work. When the Woodlands Grill closed, Deborah began custodial work for the Museums division at Carter's Grove and Bassett Hall from 1997 to 2005. A very

good memory Deborah has while working at Bassett Hall concerns Chuck White, another Silver Bowl honoree this year. On the days she and Chuck were both scheduled at Bassett Hall, Deborah helped pick out the necktie Chuck would wear for the day and it soon became a tradition.

Two cousins also work at Colonial Williamsburg: Cherri Black at the Museums and Larry Christian in Facilities Maintenance. Deborah's mother, father, two brothers and two sisters now live in Richmond but they get together often for cookouts and other family fun with a number of nieces and nephews.

"Before my knees went bad," Deborah says, "I played softball for 19 years at the Williamsburg Recreation Center. I was a right fielder and the team was 18-0 each year for several years." These days Deborah enjoys watching sports as opposed to playing.

Deborah is proud to be honored with a silver bowl and it makes it even more fun when friends are receiving one as well. To reach the 25 years required for receiving the bowl, Deborah believes all employees should do their best work—always. "Try to work with others and become a team player," she says.



Colin G. Campbell

Colin G. Campbell
Chairman Emeritus

Colin Campbell's service to Colonial Williamsburg covers a quarter-century and includes his membership on the Board of Trustees, his board chairmanship and his fourteen years as president of the Foundation.

During his presidency, Colin consistently emphasized "One Foundation" values while expanding the scope of our living history museum on many levels. From fundraising to the Revolutionary City and to educational outreach, his experience and untiring dedication to our institution has positioned Colonial Williamsburg as a center for history and citizenship.

In a message to employees, Colin says of his tenure here, "Together we have addressed tourism and economic challenges, introduced innovative programming on and off site, added to and improved Historic Area and hospitality facilities, and capitalized on emerging interactive and digital strategies. Your dedication has been critical to our ability to navigate effectively in a highly complex environment. Serving Colonial Williamsburg and working with all of you has been a memorable experience for Nancy and me. We will always be grateful to you."

Tina S. Charity

Tailor – Costume Design Center
Tina Charity is married to Roger Charity, Sr. who has 38 years with the Foundation as a landscape foreman at the Merchants Square properties. The couple has two sons, Roger, Jr. and Steven and both work at the Newport News Shipyard. Tina's sister-in-law, Sharon Charity-Brown, is a long-term



Tina S. Charity

employee at the Williamsburg Lodge and her father-in-law retired from the Landscape department.

Tina spends her free time with Roger when he is not working. She enjoys surfing the internet, playing computer games and cooking. She has spent some time learning about healthy eating and is currently modifying family meals. "So far, so good," she says. She likes to travel and is trying to convince Roger that he does, too. "So far, so good," she says. The couple attends Parrish Hill Baptist Church in Charles City where Tina has sung in the choir.

Tina had several jobs before she came to Colonial Williamsburg and she was able to take some experience and learning from each one. She made hats, worked in a cabinet shop and screened travelers at a security checkpoint in Richmond. Her first job at the Foundation was custodian for the historic buildings, then for the Craft House Merchants Square. In 1987, she transferred to the Williamsburg Inn's housekeeping department, then to Shields Tavern as a pantry worker and assistant supervisor. Her sewing career began in 1996 as a seamstress at the Laundry and she moved to the Costume Design Center in 2001 as a tailor. "I have enjoyed and learned something different from every job I've had at Colonial Williamsburg and I appreciate the opportunity to learn so much," Tina says.

Tina enjoys seeing some of the guests who come to Colonial Williamsburg. She caught a glimpse of Queen Elizabeth II when the Queen visited in 2007 but she missed Paula Deen's visit and cooking demonstration. She also appreciates the programming offered and takes advantage of every free opportunity to see programs such as *So Far from Scioto* and the interesting electronic field trips.



Scott F. Coelln

Scott F. Coelln
Senior Conference Sales Manager
- Hotel Sales

After attending Concord University from 1981-1985, **Scott Coelln** applied for a position at Colonial Williamsburg.

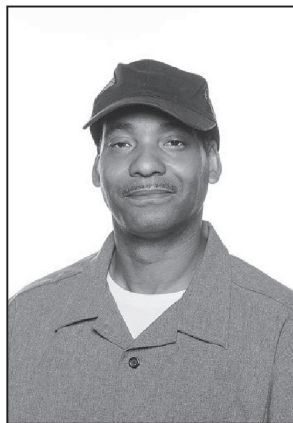
He left his hometown of Basking Ridge, New Jersey, and began work as a supervisor at *A Good Place to Eat*. Three months later, he transferred to Chowning's Tavern as a night manager.

Scott soon developed a sense of what his Colonial Williamsburg career could become. "Colonial Williamsburg is like a family. You help out, even if it's not your job."

Years passed and Scott transferred to Conference Sales first as a banquet coordinator, to conference express manager and to his current position of Senior Conference Sales Manager handling the local and Mid-west markets for hotel sales.

In his private life, Scott enjoys volunteering at several local nonprofits. Being an Eagle Scout, he was instrumental in helping with his son Sam's time in Cub Scouts. Now, with both Sam and his daughter Emily in college he devotes his free time to family and spending time with friends. Scott also enjoys camping, fishing and cooking.

Scott is extremely proud of his history with Colonial Williamsburg and has a passion for the mission. He looks forward to the future and the ability to tell the Foundation's story.



Edwin W. Cosby

Edwin W. Cosby

Warehouse Worker - Commissary

Edwin Cosby enjoys his work place, his supervisors and the people he works with. His motto has always been to "Try to get along with and respect everyone." It is challenging and fun that his job is different every day. Responsibilities include some shipping and receiving of meats, special orders, and a variety of warehouse items such as china, glass and silver for use in the hotels and restaurants.

Edwin remembers that when he first started at the Commissary as a dock worker there were no computers so everything had to be done manually and orders were on carbon paper copies. His responsibilities included filling, packing and loading frozen produce and fresh orders on Foundation trucks for delivery to designated retail and hotel units. Edwin's position has evolved to that of warehouse worker - "the best job I've ever had," he says.

His grandfather worked here at the Motor House and his father, Winston Cosby, worked as a projectionist for more than 39 years. One of Edwin's treasures is a copy of the *CW News* that featured a picture of his father placing the footstool for Queen Elizabeth II's carriage when the Queen made her first visit to Colonial Williamsburg in the 1950s.

Edwin advises new employees to "First listen, keep your eyes open to what is going on around you. Then do what is right."

With four children and seven grandchildren, Edwin and wife Mary Ann are busy with family whenever possible. One of the grandchildren is almost a year old, a good age for spending extra time with grandparents. He enjoys yard work and working on old cars. His biggest challenge now, he says, is helping his mother stop smoking.



Eleanor T. Edwards

Eleanor T. Edwards

Cook - Williamsburg Lodge

Eleanor Edwards offers new employees her best advice on becoming a successful employee in this way: "No job or person is perfect. Do your best, give your best and expect the best of treatment from others."

Eleanor came to Williamsburg from her home in Surry to work for three years at the culinary apprentice program at the Trellis restaurant. When she graduated, she began her Colonial Williamsburg career as a broiler cook at the Williamsburg Inn. She has also worked as a rounds cook there and as a cook at the Green Course Clubhouse. In 2012, she transferred to the Lodge, looking for another challenge.

She has enjoyed all of the positions she has held and says, "Each position has represented a different phase of my life." She adds that each customer is special and she works toward the goal of providing excellent service. In her current role, she cooks for the breakfast and lunch shifts at Traditions.

"Perhaps it is due to my background," Eleanor says, "but I like working with the apprentices at the Lodge. I think I give them an added perspective on how to develop good work habits that will carry over into their futures."

Some of Eleanor's relatives have worked and retired from Colonial Williamsburg, including Stevenson Bailey from Building Trades and the late Catherine Johnson from Hospitality.

Eleanor's daughter Justice is a pre-med student at Norfolk State and daughter Patrice is studying interior design at Radford. Eleanor enjoys spending time with them and staying in touch with her mother and father in Surry. She also enjoys biking and gardening.



Darrell G. Fenton

Darrell G. Fenton
Warehouse Worker -
Materials Management

When you meet him, there are two things to discover about **Darrell Fenton**. One is his love of sports, the other his love

for family. Darrell pitched on the baseball team at Bruton High School and was the youngest player (outfield and first base) on the Williamsburg Cardinals, a semi-pro baseball team. He is a Yankees baseball fan - "Derek Jeter is simply the best that's ever been," Darrell says, "and the Dallas Cowboys are the best team to ever play football." Darrell realizes that declaration about Dallas may not play well in Redskins country, but he says he has "Learned to tolerate the misguided notions of friends who are Redskins fans." Darrell has hundreds of pieces of memorabilia related to the team and is always on the lookout for more. He admits that he and wife Malissa searched flea markets in Maryland several months ago after enjoying a romantic evening at a jazz club.

As for family, Darrell always makes time for them. Sister Valerie Fenton works at the Williamsburg Lodge and sister Stacy Smith with the Controller's Group. His father Joseph Jones retired from Colonial Williamsburg after many years in Coach & Livestock.

Darrell and Malissa, who works with York County juvenile services, enjoy family time with their sons, daughters and four grandchildren. Two sons are at Newport News Shipbuilding, one a recent graduate of the apprentice program. Of their three daughters, one graduated from Lafayette High School in 2014 and works with the elderly, one is a dental assistant and one a secretary at the West Point paper mill. Darrell's mother continues the tradition of preparing a family meal on Sundays and expects all the family to be there - and they usually are.

Darrell also enjoys history. He appreciates being a part of Colonial Williamsburg - the center for history and citizenship - when our first African American president was elected.

His advice to newer employees is to "Learn your trade. Put a smile on your face - it goes a long way. Respect and have appreciation for what you and others here do."



Jack G. Flintom

Jack G. Flintom
Actor/Interpreter -
Revolutionary City

Jack Flintom was born in Greensboro, North Carolina, but grew up in Georgia. He first visited Colonial Williamsburg in 1957 with his family and was greatly impressed.

Jack majored in history at Mercer University in Macon, Georgia, earning a Bachelor's degree in 1971. He prepared for ministry in the Episcopal Church at Harvard University Divinity School, graduating with a Master's degree in 1977.

After about ten years in parish ministry, Jack was hired at Colonial Williamsburg, first at the Governor's Palace. He portrayed loyalist John Randolph for several years at the newly refurbished Courthouse, beginning in 1991, and for several years thereafter. He has been an actor/interpreter since the inception of the Revolutionary City program.



One memory of Jack's career stands above all others: the 9/11 terrorist attack. "Such shock and sadness... This day the world changed. A fellow employee asked me to 'do something' and with the Colonial Williamsburg president's permission, I led a prayer service that afternoon outside the Courthouse."

"I appreciate Colonial Williamsburg's cultural value of guest service," Jack says.



Regina B. Goad

Regina B. Goad

Events Planner – Historic Events

While she can't say she's from the Williamsburg area, **Gina Goad** says she is "A born and bred Virginian who has always known about and often visited Colonial Williamsburg." Born in Richmond, she attended grade school in New Kent and graduated from high school in Hampton. She married and raised her family in Hampton before returning to New Kent.

Gina's immediate family consists of husband, Billy, who is retired, grown daughter Sara who is a teacher in Richmond, and two grandchildren, Jack and Alder. The grandchildren are ages 12 and 9 respectively, and visit often. She and husband Billy have enjoyed sharing their 12-acre farm in the woods of Lanexa with 9 goats, 13 chickens and 4 dogs.

Now that she has retired, Gina spends her time tending to farm chores and continues volunteering with the Heritage Humane Society to raise money to support the many dogs, cats and other animals in their care. Gina says, "I enjoy working in my yard, trying to grow berries and vegetables while trying to stay ahead of the weeds. I have made handcrafted soaps, lotions and scrubs for years and I sell them at local craft shows."

Gina started work as a secretary in Publications, and then became administrative assistant in the Company of Colonial Performers and other configurations of that department. She also worked as a dancer in evening programs. For several years before her retirement, she served as Historic Events Coordinator for annual and special events and enjoyed all the positions she held working in the Historic Area. "Colonial Williamsburg has a wonderful, very important story to tell and it's great to have been a part of telling that story to our guests, by either helping to develop the annual and special events or interaction one-on-one with our guests in evening programs," Gina says.

Gina offers this advice to others on the Colonial Williamsburg experience: "Colonial Williamsburg is such an unusual place to work. In the Revolutionary City, there is all the 18th-century history, but behind the scenes are all the modern aspects for a 21st century business. My advice to any new employee is for the first year focus on learning your job and everything you can about the Foundation. Visit the Revolutionary City, see the programs, the buildings, and visit the museums, the hotels, the library, conservation, archeology and the Visitor Center. Learn about what Colonial Williamsburg is and does."



Thomas E. Green

Thomas E. Green

Photographer – Photographic Services

Tom Green is a native of New Jersey who attended the University of Virginia for two years studying to be an electrical engineer. After his second year, he had fallen in love with Virginia but decided that the engineering program was not for him. He had bought a camera and liked the photos he had begun taking. Deciding to become a student again – but with a different career path – he moved to New York and enrolled at the Rochester Institute of Technology (a school supported by Eastman Kodak), earning a bachelor's degree in professional photography. After photo school, he worked as a photo assistant in New York City for two years. With camera in hand and the help of a friend who managed a photography department for a large pharmaceutical company, Tom then joined his friend's workforce and spent three years shooting as a corporate photographer.

An ad in a trades paper brought Tom and wife Deborah back to Virginia and Colonial Williamsburg. Tom has enjoyed working with the Photo Services team where everyone "fills their niche" and everyone works together and independently on numbers of projects throughout the year. Tom says photo assignments vary widely. "If you're lucky, you may know a day in advance where you will be on any given day. But that's part of the appeal of what we do throughout the Foundation," Tom says.

Tom has photographed many VIP visits to Williamsburg, including Vice Presidents Al Gore and Dan Quayle; the Presidents of Argentina, South Korea, and China; former Presidents George H. W. Bush and Bill Clinton; and Her Majesty Queen Elizabeth II.

Tom enjoys music (he is learning to play the guitar), computer art and video, house repairs and working on old cars. Tom has done the photography at many, if not most, of the annual Silver Bowl dinners over the past twenty-five years. He says he is looking forward to taking a break this year and having HIS picture taken for a change.

Victoria B. Gussman

Director, Property Planning & Management – Finance & Administration

Tory Gussman is originally from the San Francisco Bay area and came to Virginia in 1979 with husband, David, who had been admitted to the Ph.D. program at the Virginia Institute of Marine Science in Gloucester. Now married for more than 37 years, Tory and David have four children who all grew up in the Toano area.

In her free time, Tory enjoys the outdoors – hiking and birding. She practices yoga regularly and has recently started quilting. She enjoys reading and participating in a local book group. She and David love to travel and visit their children when they have the opportunity.



Victoria B. Gussman

Tory started work for Colonial Williamsburg managing real estate. Her job has grown over the years to include related areas of property management, architecture and engineering and capital project planning. She has enjoyed being part of some interesting construction projects including the Williamsburg Lodge renovation, construction of the Armoury and Tin Shop and most recently, the Market House.

Tory's advice to new employees is, "Apply what you know to the challenges at hand and take advantage of opportunities to learn and to expand your skills and horizons. Volunteer to do more than you are asked to do and ask for help when you need it. Enjoy yourself and others."



Elizabeth B. Hay

Elizabeth B. Hay

Historic Interpreter – Group Interpretation

"Colonial Williamsburg has been a wonderful place to spend a life," is the way **Elizabeth Hay** summarizes her twenty-five year career at Colonial Williamsburg. She then asks, "How do you *not* stay here for 25 years? Our colleagues have brought so much to the Foundation – individually and collectively – and the new generation of employees coming to Colonial Williamsburg brings so much knowledge. I want to continue to learn from them and 'hang around' to see what they will do."

Elizabeth's father is Dan Berg, a retiree who served as Master of the Geddy Shop, (master pewterer and founder) in the early 1990s, so she essentially grew up at Colonial Williamsburg. She was born at Bell Hospital on the campus at the College of William and Mary.

Elizabeth spent several years in Historic Trades, beginning with laundering and candle dipping at the Scullery as a young interpreter, then transferring to the Millinery Shop. "The Colonial Williamsburg costume is a valuable tool for helping our guests to learn and feel comfortable asking questions; it peels away social layers," and

is an expressive tool we use in the Historic Area," Elizabeth says.

She left the Foundation in the late 1970s and was a stay-at-home mom before returning to work as a visitor aide in 1988. Since that time, Elizabeth has worked in Historic Trades, historic interpretation at the Millinery Shop, School and Group Services and Coach & Livestock. She thoroughly enjoys her current position in Group Interpretation because, she says, "I can fill different assignments every day at a different site. I lead tours for school groups at the Gaol and Palace, to name a couple, and I enjoy leading VIP tours for groups such as a team of female Afghani lawyers who argued a civil case at the Courthouse."

Elizabeth met husband Tom, site supervisor at the Courthouse, at the Cabinet-maker shop. The family lived in Historic Area housing for several years after Elizabeth and Tom married, and they bought a house with some acreage in Gloucester several years ago. The couple enjoys the rural life, taking walks, tending to a vegetable garden and spending as much time as possible with their 12-year-old grandson. They are also committed members of Ware Episcopal Church where Elizabeth just completed a 3-year appointment to the vestry.



Mark W. Hines

Mark W. Hines

Technology Project Analyst – Information Technology

Mark Hines was born in France and lived in Germany, California and Arizona during his childhood years. He came to Virginia at twelve years of age when his father's military assignment brought the family to Fort Monroe, Virginia. A few years later, his father retired here so Hampton is Mark's home and where he grew up.

Mark earned a business degree from Christopher Newport College and a Bachelor of Science degree in hotel administration from the University of Nevada – Las Vegas.

He began his Colonial Williamsburg career as assistant manager at the Cascades Restaurant, and then was promoted to manager of the Gold and Green Golf Course Clubhouses. Prior to managing the Clubhouses, he assisted with a yearlong project implementing the first network point of sale system in all restaurants and gift shops. He enjoyed the project, met and became good friends with many wonderful employees on the team. The project led to his first position with the Information Technology department. He now has been with Information Technology for twenty-one years and enjoys the teamwork and benefits.

He has enjoyed many opportunities open to employees, including participating in Colonial Williamsburg Fun Bowling night, summer breeze concerts at Merchant Square. Within the first five years of employment, Mark was pleased to assist our marketing team by posing for advertisement pictures related to Colonial Williamsburg dining.

Mark enjoys family time with fiancée



JoAnn and sons Stephen and Ben who attend Christopher Newport University. Mark met JoAnn ten years ago through a mutual friend. At the time JoAnn, Stephen and Ben lived in New Jersey. They continued a long distance relationship until moving to Midlothian, Virginia, five years ago. JoAnn is a Global Card Manager at the Brinks Company in Richmond, Virginia.

Mark enjoys bicycling, swimming, walking, and reading. He also occasionally accompanies JoAnn when she travels internationally for her company.



Selina Johnson

Selina Johnson

Hostess – Williamsburg Lodge

The smiling face that greets guests at the Williamsburg Lodge's Traditions restaurant belongs to **Selina Johnson**. Selina has been a Williamsburg Lodge employee since 2003 when she transferred from the Williamsburg Inn where she worked as a bus person. She enjoys the interaction with guests and meeting people from all walks of life and from all over the world. One of her favorite memories is greeting and meeting entertainer Betty White when Ms. White was one of the stars of the *Golden Girls* television show.

Selina has lived in upper Williamsburg (the Toano area) all her life and came to Colonial Williamsburg, she says, "Because it seemed to be the family thing to do." Her mother Clara retired with forty years of service as a housekeeping supervisor at the Williamsburg Inn. Her aunts Barbara Williams and Doris Morris each had thirty years of service. Sisters Reather, Crystal and Michelle each worked in the Foundation's Hospitality division, as did brother Dewayne. Selina believes working for the Foundation has been a good thing and she enjoys being part of an organization that fosters a caring, family atmosphere. Her managers and coworkers have been supportive over the years and they continue to contribute to the good work environment and teamwork at the restaurant.

Selina spends quality time with her daughter Shantel, son Marcus and two granddaughters. She is involved with her church, St. John Baptist in Toano, and serves as an usher. She relaxes by watching gospel and western channel television programming.

A self-confessed pack rat, she can always make time to shop for shoes and clothes – "Anything sparkly goes to the front of the closet," she says.

She believes the secret to long-term employment is friendliness to the guests and people she works with. "Try to answer all questions from the guest and try to lead them in the right direction. Guest satisfaction should always be a priority."

Sherry M. Jones

Server –

Christiana Campbell's Tavern

Sherry Jones' mother, Shirley Wynne, worked for Colonial Williamsburg for almost forty years as a shipping clerk at the



Sherry M. Jones

old Craft House. Sherry says "Many other relatives have worked here over the years, but there are just too many to mention."

Sherry was enrolled in a marketing program at Lafayette High School and that helped bring her to Colonial Williamsburg's *A Good Place to Eat* as a fast food worker. When that facility closed, she transferred to Chowning's Tavern and worked as a hostess there for thirteen years. She enjoyed working with her team there and the many interesting guests who came to the Tavern. In 1998, she transferred to her current position at Christiana Campbell's.

Sherry likes the server position at Campbell's because she "likes making guests happy: making memories for the guests in a historic setting." Sherry admits to being talkative by nature and that helps her in her job. She can always find a common thread with most guests and they seem to enjoy that their server is engaged with them throughout their stay.

"Keep smiling and always have a good personality is advice that has always worked for me," Sherry says. New employees may find that advice helpful as well.

Sherry is very proud of her two sons. Trabion is in the Air Force National Guard and Tyrek is a member of the Fifes and Drums senior corps.



Elizabeth M. Kelly

Elizabeth M. Kelly

Manager, Orientation

Interpretation – Guest Service & Orientation

Beth Kelly's roommate at Niagara University in New York had an aunt who lived in Virginia Beach so Beth and friend moved to Virginia when they graduated and explored Colonial Williamsburg. Beth began working here as a visitor aide, quickly learning history and interpretation. She became a lead interpreter for historic buildings and eventually a supervisor. In 2000, she moved to orientation interpretation as manager. She has enjoyed this immensely and has

the opportunity to work with a group of very dedicated interpreters and to collaborate often with colleagues from across the Foundation.

Being a front line interpreter was Beth's most rewarding position. She says you get immediate feedback from guests on how successfully you communicated your interpretation but her current position is the most challenging and overall most satisfying. She appreciates working with a team of exceptional professionals who make guest satisfaction a top priority.

Beth remembers that on one of the first tours she gave of the Raleigh Tavern, she chatted following the tour with two guests who were clearly history buffs. Several days later, she chatted with them again. The following spring the same guests returned and again chatted with Beth. This has become a yearly tradition and when the couple was at Colonial Williamsburg recently, Beth joined them for a celebratory 25th anniversary of their friendship with dinner at King's Arms Tavern.

Newly hired employees in Beth's department get the same advice that could benefit in other departments as well: "Colonial Williamsburg is what it is. If you look at what you can do for the Foundation to help further its mission, you will find your days much more rewarding. Some of your days may be difficult and feel like work. When you are having a day like that, take a good look at where you are. Look at the objects, buildings and gardens that surround you. Look to your coworkers, there is always someone who will take the time to listen to you and boost you up when you need it. This is a special place with incredible people and far from just a job."

Outside of work, Beth loves to walk with her dogs, cook, fill in holes her dogs have dug in the backyard, garden and dabble in arts and crafts projects. She spends a lot of time with her sisters, nieces and nephews who live all around the East Coast. She feels fortunate to have a number of very close friends whom she counts as family. Being the youngest of six, with three older sisters, Beth has always felt strongly about the role her sisters have played in mentoring her. That has contributed to her more than 20-year involvement with Big Brothers/Big Sisters both as a big sister and as a member of their local governing board.

The self-proclaimed "Queen of Day Trips," Beth enjoys getting in the car to visit small towns to check out antique shops and museums. "Anytime I can get to a historical site and learn something new, I am happy," she says.



Brian S. Lambert

Brian S. Lambert

Merchandise Buyer – Books –

Merchandise Management

Brian Lambert believes that Colonial Williamsburg is one of the most unique places to work. He has learned something new and exciting every day and twenty-five years have just flown by!

In his native New Jersey, Brian owned a couple of bookstores. When he got married, he sold the stores, and he and his wife moved to Virginia. His parents had moved to Williamsburg several years before and Brian visited Williamsburg and Colonial Williamsburg and loved both! His mother Ellen Lambert has worked for the Foundation for almost 15 years and is currently a sales associate at Craft House-Merchants Square.

Brian came to the Foundation as a sales associate at the Visitor Center bookstore. He transferred to Carter's Grove as a supervisor and then over the years managed all our retail stores in various groupings with the exception of Craft House at the Inn, Williamsburg at Home and Celebrations. Brian was group manager of the Historic Area shops and Visitor Center Stores from 2005-2011. In 2012, he went back to store manager of the Visitor Center shops. He has been a merchandise buyer since 2013.

Many things in Brian's life keep him busy. His daughter Hannah is a nursing student in Richmond and he is supportive of her and her career choice. At Wellspring United Methodist Church, he sings in the choir, is a liturgist and certified lay speaker. He enjoys reading and music. He has a wonderful dog named Lilah who is his constant companion.

Brian believes that employees should branch out beyond their work area. "Attend our lectures and concerts. Eat in a tavern. Walk the Duke of Gloucester and discover all the wonderful things we have at Colonial Williamsburg and pass that appreciation on to guests. Be a part of Colonial Williamsburg's wonderful experience."



Iris P. Lewis

Iris P. Lewis

Executive Assistant to the Board

– Office of the General Counsel

Iris Lewis is Canadian – from the prairies and frozen tundra of Saskatchewan. Her husband Bob is from Michigan and a series of career transfers took them from Grand Rapids to Chicago, and in 1988, to Newport News. Three years later, they declined a fourth possible transfer to Denver, deciding that Virginia's hot and humid summers were much more tolerable than snow.

Iris and Bob have two grown children and a grandson and are grateful to have them all nearby. Iris says, "I've now worked at the Foundation longer than I lived in Canada, so many of my friends here I consider family."

Iris says the work she does at the Foundation is administrative and so she enjoys spending free time doing anything but. As a quilter, she has a passion for fabric, fibers and beads, and especially for the creative process of turning bits and pieces into something tangible.

Iris has held the same position for all twenty-five years although the title and responsibilities have changed over time. She enjoys the Board meeting planning process and working directly with Colonial Wil-



Williamsburg's trustees and directors. They are passionate for this place and what it stands for and they support and advise the Foundation in so many ways.

Iris's children had the privilege of being in the first enrollment at the then newly opened Colonial Williamsburg employee childcare center. "What a joy it was for me to have them here and to see them 'about town' as their teachers took them on walks through Merchants Square or down the Duke of Gloucester Street. My children experienced what no other child care facility offers – spring visits with the newly-born lambs, playing 18th-century games, taking early morning swim lessons at the Cascades pool before it opened to our guests, and having a picnic lunch in the Historic Area gardens and running through the Palace maze."

One very special memory for Iris is the visit years ago by Fred Rogers of *Mr. Rogers' Neighborhood*. It was a very special treat for the children in day care. "There is no greater benefit to any working parent than having your children onsite with you and there is no better playground than the Historic Area," Iris says.



Donald W. McKelvey

**Donald W. McKelvey
Historic Gardener –
Historic Trades**

"Colonial Williamsburg is a great place to work. I haven't changed my mind about that in 25 years," says **Don McKelvey**.

Don came to the Colonial Williamsburg landscape department as a groundsman on the tree crew in 1985, later becoming a tree surgeon. He left the Foundation and came back in 1990 as a groundskeeper. Over the next few years, he again worked as a tree surgeon, senior gardener and landscape foreman. In 2000, he joined Wesley Greene at the Colonial Garden as an 18th-century gardener/interpreter.

Don is originally from Port Huron, Michigan. He was in the United States Army, worked for Chrysler automotive and did carpentry work when he was younger. Don and his family moved to Virginia in 1978 and he was a fisherman for a number of years. Don and his wife live in Mathews County and have three grown daughters.

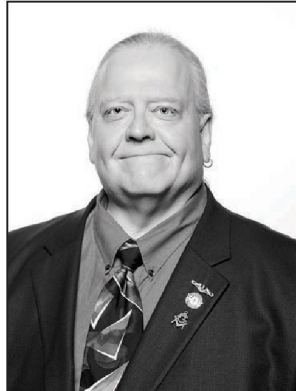
Favorite memories of his career include becoming a Certified Arborist in 1992 and receiving the Order of the Pineapple in 2008.

Don says the high point of his job as historic gardener is the people he meets every day – guests and fellow employees. Guests are what make each day a new opportunity to engage adults and children. For children, the "wonders" of the gardens, the seeds and watering are part of the cachet of history at Colonial Williamsburg.

"My advice to other employees is to have a good attitude. Look at the cup half full. If you're not happy here, find a different place," Don says.

Don retired early in 2014 and plans to spend time with his family, walk on the beach and eat lots of fresh seafood. An on-

going project is his vegetable garden that includes tomatoes, beans, carrots, peas and many others. He will also continue canning and preserving many of the vegetables he grows.



Michael A. Noftsger

**Michael A. Noftsger
Journeyman Pewterer & Founder
– Gunsmith & Founders**

Mike "Lob" Noftsger says he "Really got psyched on the first few bells and clappers that he helped make for the Churchill Bell." That process, and others that display the talents of the trades staff, is one that he very much enjoys. "When guests 'ooh and aah', it makes my day," he says. The trades shop is a tight-knit group that has always been supportive of each other and the craft that they produce. Mike came to Colonial Williamsburg as summer help at the Foundry and the job became a passion before it became full time.

Mike got his nickname from his time in the Navy. A third generation submariner, Mike's version is that he was on port call in Cocoa Beach, Florida, and indulged in too much sun and lobster punch. One of his friends said he looked like a lobster and the name stuck.

His advice to other employees is to "Enjoy your job and don't sweat the little things. Try to maintain humor and be upbeat. If you're happy, the guests will see that through your interpretation."

Mike participates in the local Masonic and Order of the Moose chapters. He also enjoys traveling and has been to Scotland and England several times. A big science fiction fan, particularly the Hobbit movies, Mike has saved his money and will be going on the Lord of the Rings tour in New Zealand early in 2015.



Cynthia Nothstine

**Cynthia Nothstine
Manager, Museum Site**

Interpretation – Bassett Hall
Cynthia Nothstine came to Colonial Williamsburg with a love of history and a degree from John Carroll University in Cleveland, Ohio. After her two sons were

out of school and her husband Charles retired from the military, Cynthia began working for the Foundation at Carter's Grove.

Training at Carter's Grove included the history and story of the site to encompass the colonial revival period and the slave quarters. While interpreting at Carter's Grove Cynthia had an opportunity to co-interpret at Bassett Hall on some days each week. She enjoyed her involvement at both sites, especially in interpretation and programming. "The research that goes into interpretation is something I really enjoyed. I found myself at a wonderful museum setting where historical accuracy and interaction with colleagues and guests is very important," Cynthia says.

Cynthia had the opportunity to provide input on developing interpretation for Bassett Hall as a member of the program committee. When she became supervisor at Bassett Hall in 2007, and manager of museum site interpretation the following year, she assumed management responsibilities for Wetherburn's Tavern and Thomas Everard House as well. Cynthia's appreciation for the 75-80 volunteers at Wetherburn's and Everard House is evident when she speaks of the assistance they continue to provide to our guests and their families.

Cynthia and Charles enjoy traveling, especially to Italy, kayaking on the James River and trips to historic sites, local restaurants and antique shops. Cynthia retired early in 2014 and looks forward to doing some volunteer work, traveling and spending time with children and grandchildren.



Gregory L. Otto

**Gregory L. Otto
Assistant Superintendent –
Golden Horseshoe Gold Course
Maintenance**

Greg Otto has had several opportunities to meet guests who enjoy golfing during his career at the Golden Horseshoe. Former Senator John Warner participated for years in the course's annual golf tournament and Greg had a conversation with him on one occasion on the seventh tee. He also met and chatted with Robert Trent Jones, architect of the golf course, and Jones's grandson during the renovation in 1997. Greg was fortunate to share in Jones' revisiting of a bunker on one of the holes that was on the original course.

Greg enjoys every day of his job for many reasons. "I have a great boss, I thoroughly enjoy my job, and I work with 15 maintenance staff members who are great people. One of my favorite job perks is being able to watch the sun come up on the golf course before the work day starts."

Beginning as a foreman at the Gold Course, Greg progressed to supervisor at the Green Course, supervisor at the Gold Course and, in 1992, a promotion to his current position as assistant superintendent for maintenance at the Gold Course.

Greg's daughter Kayla is a teacher in Baltimore, Maryland, and daughters Irina and Lisa (and grandson) live in Virginia.

Wife Debbie, whom he met through a grief support group, works at a local retirement community.

Greg enjoys fishing – both fresh and saltwater – especially charter fishing. He does some vegetable gardening and yard work. "It's enjoyable to watch your work grow," he says.



Valerie T. Perkins

**Valerie T. Perkins
Registrar, Teacher Professional
Development – Teacher Institute**

Valerie Perkins believes an employee's worst offense is to use the phrase "That's not my job." "Successful and happy employees are those who work together to make a better product for Colonial Williamsburg. Do your job to the best of your ability and learn what your job does for other people."

Valerie and husband Howard went to high school together in Northern Virginia and lived there for some time before coming to the Williamsburg area so that Howard could attend college. Valerie worked in inventory and office services at a local department store before deciding to apply at Colonial Williamsburg. After calling the jobs line she quickly found a position in Accounting. She enjoyed working with Carol Robertson and Nellie Swann, both long-term Finance staff who are now retired.

Following reorganization in Accounting, Valerie came to Human Resources and held several positions there including HR representative at the Franklin Street Office front desk, as service representative for employee records, and building coordinator at the Bruton Heights building. In 2012, she moved to the Productions, Publications and Learning Ventures division as registrar for the Teacher Institute.

Valerie enjoys the behind the scenes aspect of her current position. She does some accounting, data entry and other "pushing the pencil" responsibilities. She is part of a great group of employees who work well together to provide services that continue to grow within the division.

Valerie's son Zach is a senior at Virginia Commonwealth University pursuing a degree in finance and risk management. Daughter Melanie is a junior at Lafayette High School.

"I would love to have time to read more books," Valerie says, "but the family, dog and cat are my priorities now."

**Faye A. Porter
Banquet Captain –
Williamsburg Lodge**

"In the 1980s, I heard that Colonial Williamsburg was the place to be – good working conditions and good benefits," **Faye Porter** says. "So I came from my home in Smithfield to work as a room attendant at the Williamsburg Lodge. I moved up to inspector and housekeeping supervisor within a few years because I had excellent mentors who taught me values that shaped my work and personal life."

Late in the 1990s, Faye left the Found-



Faye A. Porter

duction to make a life change and pursue other interests but came back in 2001 as a training supervisor in Housekeeping, again at the Lodge. Since that time, she has held several housekeeping positions at the Lodge as housekeeping coordinator, assistant executive housekeeper and manager, public space. In 2012, Faye made another position change, still at the Lodge, to work as a banquet captain.

Faye has enjoyed her twenty-five years here and tries to keep a positive attitude in everything she does. She believes we all should take pride in our jobs, give each other respect, and above all keep the guests happy. She remembers a housekeeping story from several years ago about a guest from Missouri who stayed at the Lodge for several days and lost a special edition book from England that her son had given her. The guest was so upset at losing the book that Faye personally searched the Lodge for three days with no luck. Instead of telling the disappointed guest that the book couldn't be found, Faye ordered the book and had it sent to her special delivery. In an amusing twist, the guest called Faye three weeks later to say she had found her book inside some clothing in her suitcase. (The guest kept the book she was sent.)

Faye and her cocker spaniel Diamond live in Newport News. Faye keeps busy being grandmother to her four grandchildren (having fun but babysitting only occasionally when daughter Brittany and her husband are desperate for a sitter). Faye admits she is a shopaholic, albeit a thrifty one, who enjoys looking her best at work and at home.

Faye also enjoys reading historical romances and attending services at Grace and Truth Fellowship.



Calvin L. Stringfield

Calvin L. Stringfield
Upholstery Maintenance Worker
– Williamsburg Lodge
Calvin Stringfield is originally from Surry, Virginia, and lived there until he moved to Williamsburg in 2001. Since he has been living in Williamsburg, he finds it less stressful getting to and from work and

his other obligations.

Calvin worked as a houseman for his first year and enjoyed using his organizational skills to keep housekeeping staff supplies available, washing glasses and other items from guest rooms and generally keeping the public space of the hotel neat and attractive to guests. Considered something of a jokester, Calvin enjoys his work environment, his co-workers and managers.

When he was promoted to his current position in 2000, his organizational skills became even more important. He shampoos carpets, does some minor repairs in guest rooms, if needed, and maintains his assigned area. Calvin says he likes the guests and enjoys assisting them with things they may need ("Can you help me get this coffee maker to work?") His focus, he says is, "Being there for things the guest may need and making sure they know it is never an inconvenience to help them enjoy their stay."

Over his career, Calvin has mentored several new employees. He tells them, "Try to embrace the culture of Colonial Williamsburg and learn everything about your job. Take advantage of any opportunity to learn new skills so that you can move up to new responsibilities if an opportunity presents itself."

Calvin makes time for his fiancée Rosetta and the latest technology: video games, Facebook, texting and using his laptop to stay in touch with other family and friends. Calvin defines *chill time* as flicking the remote control on his television, and watching science fiction and wrestling programs.



Teresa E. Sundy

Teresa E. Sundy
Information Systems Analyst –
Human Resources

Born and raised in Newport News, Virginia, **Terry Sundy** graduated from Christopher Newport College, achieving a degree in the then relatively new discipline of information management. She laughs when she recalls boxes of punch cards and doing all of her programming in FORTRAN. Terry had put herself through college working at a regional grocery store. When she graduated, there was an opening for her in payroll, where she handled all of the data entry, balanced the accounts and was amazed at how much was handled manually. "That's when I really started loving automation and appreciating how its true power is in eliminating repetitive tasks," she says.

In the mid-1980s, when the grocery business was undergoing consolidation, Terry began her career in human resources, first with a newly merged grocery firm and then as manager of payroll and personnel with a local mechanical contractor.

In 1989, Terry's husband David saw an advertisement for a compensation and benefits analyst at Colonial Williamsburg and thought it would be the right opportunity for Terry. Not long after Terry joined the Foundation, a systems position opened in Human Resources and Terry's skills and the demands of the position were a perfect match. Over the intervening years, Terry

has implemented numerous new systems and found automation solutions to many HR projects.

Terry's observations on how to be successful with CW reflect her experience and commitment to her position. "CW is a very big organization," she says. "Give yourself time to learn and understand what's going on. Recognize that your actions can have a ripple effect. Seek to understand the impact of your actions on the entire Foundation."

Terry and her husband David try to stay active and work out together several times a week. They have two grown children. Daughter Chrissy recently moved to New Hampshire with their grandson and son John is a designer at Newport News shipyard.



Iris P. Trower

Iris P. Trower
Cocktail Server –
Williamsburg Inn

Right after she turned 21, **Iris Trower** took the advice of a friend and came to work at the Williamsburg Inn. She says she loves the Inn. In fact, she believes there is no place on earth that compares to the culture and exclusivity of the Inn and its guests. She adds, "Working at the Inn is a personal thing/relationship – it is not a job! If you treat it like a job, you won't stay. The secret to working here for so long is attitude. Love the people you work with and the people who come to the Inn as guests. Make every guest's visit an enjoyable one. Enjoy and share in the guest's experience and you will know that person forever."

Born into a large family of three brothers and five sisters who were raised in the Croaker section of Virginia, Iris stays in touch with family members. One of her sisters is Roberta Shearn, a retiree who spent many years working at the Williamsburg Lodge.

Iris is committed to church work at Mt. Zion Baptist in Charles City. For over 20 years, she has been in charge of the women's bible fellowship class. A major responsibility of that job is the preparation and planning for a monthly meeting of class members to learn and fellowship with each other.

She lives on about three acres in Charles City and "does a little gardening." Iris' daughter Tiara is a teacher and attends graduate school at Virginia Commonwealth University. Daughter Tiana is in nursing school and granddaughter Keirstein is in pre-school in Richmond.

Barbara M. Tyler-Mullins
Program Coordinator – Historic
Area Program Support

Barbara Tyler's family has been in the Newport News area of Virginia for a long time. Her only brother is an attorney in Charles City and she came to Williamsburg to attend the College of William and Mary. After she graduated, she traveled to Switzerland to serve as an au pair to a 4-year-old boy. She stayed a year and says she enjoyed every moment of that opportunity and the chance to travel to other places in Europe.

Barbara has much experience at Colo-



Barbara M. Tyler-Mullins

nia Williamsburg, beginning with a sales position at the Woodlands/Little Patriot/Cascades gift shops. She has also served as assistant retail manager at the Wallace Gallery and Carter's Grove bookstores. In 1994, she took a 3-month leave to attend a work camp in England and do some traveling in Europe. She came back to work in the Historic Area as a historical interpreter in School & Group Services and has held other positions in the Division: group interpreter and Historic Area interpreter. In 2005, she turned her skills to program coordinator, her current position.

Barbara maintains a database of special programming requests to include the program specifics and staffing requirements, staff members assigned, many times working with conference services and marketing to fulfill the requests. Barbara says the variety, filming and working with many people both inside and outside the Foundation is a lot of fun. A good example was working with the film and production scouts for the John Adams film.

Her 3-year old twins William and Anne, and her husband James Mullins, a graphics designer at the Art Museums, are an important part of Barbara's free time but she also finds time to putter in her vegetable and flower gardens. She continues to be a member of the Colonial Williamsburg dance troupe, attends the occasional re-encounter with James, and enjoys sewing and costume design.

"Learn about the culture of Colonial Williamsburg," Barbara advises new employees. "Work at becoming the kind of team member who 'circles the wagon' when a member of your team needs support. That's what makes this place so special for so many employees."



Richard H. Viancour

Richard H. Viancour
Superintendent –
Golden Horseshoe Gold Course
Maintenance

Rick Viancour was working as golf course manager at a private country club in Suffolk when David Harmon, then



Colonial Williamsburg's superintendent of golf, recruited him to manage existing courses and ongoing construction at the Golden Horseshoe Golf Club. Rick is an Eagle Scout, so joining Colonial Williamsburg, with its mission of democracy and citizenship was very appealing to him. He began work as assistant supervisor of golf during construction of the Green Course and is very proud to have helped manage that project. In 1991, he was promoted to superintendent of all three Golden Horseshoe courses.

Rick's area of responsibility, spread over 550 acres, is maintaining the quality of the golf courses with a staff of twenty-eight full-time, six casual, six temporary employees and ten volunteers. "These colleagues are like family, supportive and caring," Rick says. "There is a real sense of community within the group and relationships have been forged with most members over a number of years."

Rick's wife Laura had been working for Colonial Williamsburg for several years when Rick began his position here. Laura is manager of Landscape Services for the Foundation. The couple shares respect and dedication for the Foundation and admiration for employees who help support and serve.

Rick enjoys golf, saltwater fishing and reading. He and Laura are very involved with their son John's education. John plays several school sports, and they attend as many games as possible. Both Rick and Laura are alumni of Virginia Tech University and are avid followers of Hokie sports.



Lucie Vinciguerra

Lucie Vinciguerra
Project Archaeologist – Research & Historical Interpretation

After graduating from Hunter College in New York, **Lucie Vinciguerra** spent eight years living and working in England, where she acquired her archaeological skills. Her experience includes extensive work at a Roman cemetery and with human burial excavations. She spent working vacations on digs in Italy, Cyprus and Afghanistan.

Her first assignments at the Foundation, beginning in 1983 as an excavator, were digs at the corner opposite the Sun Trust bank building and outbuildings behind the Peyton Randolph house. One of the things she enjoys so much about her job is the people with whom she works. Her colleagues are intelligent, interesting and fun. The opportunity to work with young graduate students from William and Mary is another plus.

Lucie taught herself AutoCAD, a computer-drafting program, in order to be able to overlay historic maps with modern topographic maps of different scales. Eventually, she took over some of the computer work for pre-excavation research and post-excavation report production, and now alternates between digging and drafting as needed.

For a period of six years, when there was no excavation work available to her, Lucie worked at environmental engineering

companies, but longed to get back to archaeology at the Foundation. She was able to return in time for the first excavation behind Charlton's Coffeehouse. She has particularly enjoyed her assignments there, at the Armoury, and this past summer at the Wren Yard.

Lucie has been a member of the Colonial Williamsburg evening dance troupe since 1985, performing English Country Dance in costume. Her favorite recreational activity is its modern descendant, contra dancing. She also likes digging at home – in her garden.

Lucie is very grateful to have been able to stay at Colonial Williamsburg for so long, and looks forward to many more projects.



John R. Watson

John R. Watson
Conservator, Musical Instruments - Conservation

John Watson's first career was as a harpsichord maker and conservator of historic keyboard instruments in North Carolina. In 1985, Colonial Williamsburg hired him to conserve an 1806 grand piano in time for the opening of the Wallace Decorative Arts Museum where the instrument is exhibited still. When the musical conservator position opened in 1988, John was delighted to fill it and make Williamsburg home.

A voice major at Houghton College in western New York State, John's career path changed when he was introduced to a modern reproduction of a clavichord and made one of the instruments for himself. The rest is history.

John says he has been lucky to work in Williamsburg where there seems to be "more talent per capita than anywhere in the world." His work gives him access to new and interesting historical discoveries every day. He is the author of numerous publications and shares his talents through lectures and musical instrument exhibits.

John enjoys the afternoon tours of the lab that are available to guests twice a month.

With his major exhibit of keyboard instruments now in the museum, John has turned his attention to a combination grand piano/organ that was first set up by Benjamin Bucktrout for St. George Tucker in 1799. The instrument is now in the lab and John considers it the most fascinating object he has ever worked on.

John's main hobby is administering a free online research database of nearly 8,000 historic pianos. He enjoys contact with the community of piano historians from around the world.

John is married to Linda Baumgarten, curator of textiles and costumes.

Charles H. White
Museum Interpreter – Bassett Hall

Colonial Williamsburg has played a prominent role in **Chuck White's** family for four generations. His great grandfather did some work here beginning in 1930,



Charles H. White and his guide dog Tory

his grandfather was a plumber for many years and his grandmother worked at the front desk at the Williamsburg Lodge for almost 30 years. Chuck's father fabricated ductwork for almost every Colonial Williamsburg building during the 1960s and 1970s and his mother Loretta was a secretary during Mr. Longworth's presidency. Older sister Kathleen was a costumed interpreter, younger sister Dolly was a custodial supervisor at the Williamsburg Inn.

Chuck began his work for the Foundation as an interpreter at Carter's Grove – "A good training ground for me," he says. He worked the front line in the house for fourteen years before moving to Bassett Hall and that has been a good experience as well. "Nobody thought I could do the tours at Bassett Hall," Chuck says, "but the house, coworkers and the guests have made it possible."

Chuck believes "The most rewarding aspect of my job is interaction with the public on every conceivable level. I find it easy to reach out to the public in my tours. I want all our guests to have a meaningful experience and a good feeling about Colonial Williamsburg when they leave."

His advice to other employees has been meaningful for Chuck – "Roll with the punches. Like any career, this one will be full of change and transition but meet that challenge with a good attitude. The job is what you choose to make it."

Chuck enjoys walking and is a voracious reader (one of his favorite authors is James Michener) and student of history.

Chuck met his wife Tanya at a Braille school in Richmond and the couple enjoys spending time together, and with Chuck's niece Lilybeth and guide dog Tory.

Chuck and Lilybeth, a student at Greenwood Christian Academy, enjoy spending time walking and learning in the Historic Area.



Cynthia A. Williamson

Cynthia A. Williamson
Assistant Treasurer; Director, Financial Reporting, Planning & Budget

Cindy Williamson is originally from New York and worked for Abbott Labs in Chicago and Hospitality Corporation of American in Nashville for several years after college. She and husband Arba moved to Virginia when they returned from an Army assignment in Germany.

Cindy came to Colonial Williamsburg to work in budget operations as a senior financial analyst. When she worked in the basement of the Williamsburg Inn for the Hospitality division, she remembers a time when members of the U.S. Secret Service used security dogs to "sweep" the area prior to an international Defense minister's conference in the hotel. "That experience showed me what an important part Colonial Williamsburg plays in providing the venue for domestic and international guests," she says.

"What I love most about my job," Cindy says, "is the opportunity to work with all areas of the Foundation – not just with financial planning but with other projects. I have a healthy respect for what other Colonial Williamsburg employees do to sustain and improve our operations. I also try to follow my own advice to be respectful of co-workers, listen to them and emulate their positive interactions with others."

Interests outside of work include playing in the hand bell choir at Kirkwood Presbyterian Church, reading and biking. Cindy and Arba are avid bikers who have a regular weekly riding schedule through Yorktown and Williamsburg. Arba bicycled solo across the country several years ago and organized a trip through New York's Finger Lakes for Cindy, himself and a group of their friends who ride with them regularly.

1989 Guest Experience

Continued from page 1

- Focusing outreach activities more sharply including ongoing efforts to take African-American history and other interpretive programs directly into the classroom; renewed focus on all aspects of outreach – classroom materials, publications, audiovisual programs, etc., – to ensure that Co-

lonial Williamsburg effectively communicates our educational mission to a variety of audiences; and helping to improve the quality of history education and interpretation by sponsoring professional development programs for classroom teachers and museum professionals.

Silver Bowl honorees not pictured:

- Robyn S. Ashby**- Shift Supervisor, Reservations – Call Center; **James L. Bradley** - Manager, Public Affairs - Strategic Communications; **Robert E. Brantley** - Journeyman- Foodways Program; **Kevin W. Carver** - Maintenance Mechanic - Mechanical Trades; **Malinda G. Douglas** - Cook – King's Arms Tavern; **Davelin B. Forrest** - Executive Assistant – Office of the President; **Marla J. Forsman** – Server – Chowning's Tavern; **Carolyn N. Gwaltney** - Housekeeping Supervisor – Williamsburg Lodge; **Dana L. Hogge** - Lead Mechanic, Mechanical Trade; **Sarah A. Jones** - Assistant Supervisor- Bus Operations; **John H. Richardson** - Kitchen Utility Attendant - Williamsburg Lodge; **Robert L. Rivers** - Crew Leader, Maintenance – Golden Horseshoe Gold Course; **Dennis C. Rockwell** - Manager, Storeroom - Williamsburg Lodge; **Karl E. Saunders** - Pastry Cook – Williamsburg Lodge.



Lodge celebrated 50 years of providing 'Quality Lodging, Dining'

Providing "quality lodging and dining in an informal atmosphere," the Williamsburg Lodge celebrated its 50th anniversary. The Lodge opened on March 15, 1939, with a main building and the York House.

The second of Colonial Williamsburg's hotels, the Lodge was built to serve the growing number of guests -- especially students -- to the restoration. A press release indicated "the Restoration opened its first exhibition building in 1932. During the first year...it was viewed by more than 13,000 visitors. Since that time attendance increased by leaps and bounds so that Williamsburg is visited each year by thousands of persons."

This expression of interest presented a problem of housing guests to Colonial Williamsburg benefactor John D. Rockefeller Jr. that was not perceived at the time of the Restoration. After a study, the Williamsburg Inn was constructed and opened in 1937. Mr. Rockefeller said a larger hotel would be needed to serve guests. The result was the Lodge.

There were two principal purposes involved in planning and building the Lodge. According to the release, the first was "to provide suitable accommodations for the majority of visitors in Williamsburg," and then "to provide accommodations for students of architecture, history and the arts who were visiting Williamsburg in increasing numbers as part of their education."

To meet these needs, two units were developed. The main building contained 41 guest rooms with twin beds and baths and public space. The main building included the lobby, lounge, main dining room and coffee shop.

The main building was supplemented by the York House, which contained 35 guest rooms. The Lodge began to grow and the facility was expanded. The East Wing was completed in 1942. The South Wing was built in 1949. The Terrace Level suites were added to the South Wing in 1958 and 1966. The West Wing opened in 1963. The Conference Center opened in 1962 and expanded in 1968 with a new auditorium.

Try to find room rates like these today

When the Williamsburg Lodge opened its doors to the public in 1939, the following prices were in effect.

Up to March 15

- Double room with twin beds and bath, \$4 a day
- Single room with bath, \$3 a day
- Double room with running water, \$3 a day
- Single room with running water, \$2 a day

After March 15

- Double room with twin beds and bath, \$6 a day
- Single room with bath, \$4 a day
- Double room, running water, \$3 a day
- Single room, running water, \$2 a day
- Prices for meals
- Breakfast, 35 cents to 75 cents
- Luncheon, 75 cents
- Dinner, 85 cents and \$1

In 1989 encampment became the newest site for military staff

The Magazine staff re-created a military encampment behind the Tayloe House on Nicholson Street. The encampment was representative of the first military camps established in and around the City of Williamsburg at the beginning of the American Revolution.

The development of the military encampment provided the Magazine staff for the first time with an appropriate place to interpret military life. It also freed the Magazine

staff to focus on governmental topics, civil servants employed at the Magazine, the militia system and the Gunpowder Incident.

The Magazine and the military encampment were expected to complement one another. The plan for the encampment included 17 tents, a kitchen, storage lean-tos, a trash pit and a fortified gun battery. Weapons firing demonstrations were moved from the Magazine to the encampment.

Children's programs focused on family involvement

Young guests to Colonial Williamsburg's Historic Area in 1989 had the opportunity to participate in several children's programming including Time Trippers, Young Apprentice, Once Upon a Town and Young Apprentice for Families.

A renewed commitment to education in the early 1980s resulted in research for new children's programs.

A special tour for four to six year olds, Once Upon a Town, was designed by a historical interpreter and approved and in place.

Time Trippers, designed for children ages seven to nine, focused on family life for black and white families. On the Young Apprentice tour, children ages 10 - 12 participated in a hands-on program. The focus was on informal and formal education.

Additional programs of interest to children and adults were:

- Young Gentlemen of the College and Young Ladies of Accomplishment. Student character interpreters re-created the lives of children who lived 200 years ago.
- Eighteenth-century Stitching. Young

women do needlework at the Giddy House and Foundry.

- Children and Family Life. Young people interpreted growing up in 18th-century Virginia.
- Music Teacher's Room Recital. Teachers and students perform on the baroque violin and viola, the harpsichord and English and German flutes.
- Militia and Fifes and Drums. Members of the militia company, the senior and junior Fife and Drum Corps performed drills, retreats and evening marches throughout the week.
- Fire Engine Demonstrations. Colonial Williamsburg's reproduction 18th-century fire engine.
- Livestock programs. A variety of programs about Colonial Williamsburg's animals included Cattle and Their Uses, How Oxen Were Used and Carts and Carting were available.
- Coach tours. Tours in Colonial Williamsburg's coaches, carriages and storage wagons were available daily, weather permitting.



King Faisal of Saudi Arabia (left) was one of many VIPs who came to Colonial Williamsburg during the Humelsine years. Under Carlisle Humelsine's leadership the Revolutionary City grew to become an internationally renowned historic site.

"His imprint in the institution is indelible in matters large and small"

Carlisle H. Humelsine, chairman emeritus of the board of trustees of The Colonial Williamsburg Foundation, died Jan. 26, 1989, in Williamsburg Community Hospital. He was 73.

As president of the Foundation from 1958 - 1977, Mr. Humelsine headed one of the most remarkable and best known restorations of its kind. Under his leadership, much of the vision of founding patrons John D. Rockefeller Jr. and the Rev. W.A.R. Godwin to restore the only salvageable colonial American capital became a reality.

Colonial Williamsburg's architecture, its renowned collection of decorative arts and furnishings, outstanding crafts program, notable gardens and pioneering research efforts have all identified the institution

as one of the world's preeminent teaching museums.

During Mr. Humelsine's stewardship, attendance more than tripled to a million visitors each year. A broad base of philanthropic support was launched and crucial financial problems solved, all despite oil and energy crises, inflation and increasing costs.

"The entire Colonial Williamsburg family, from employees to trustees and directors, mourns the loss of Carlisle Humelsine," said President Chuck Longworth. "As I noted at the time of his retirement, for 32 of the organization's 59 years, Carl directed or had a large hand in the affairs of Colonial Williamsburg. His imprint in the institution is truly indelible in matters large and small."



Colonial Williamsburg photo
Duck, Duck, Goose was one of the many fun activities children took part in during the Once Upon a Town tour.

H&C survey examined best CW customer service practices

In a Hospitality and Courtesy survey, many employees said answering questions was part of their job. The goal of the project was to find out how the Foundation can help public contact employees in all areas in answering guests' questions.

More than 75 front-line employees were interviewed. Job categories ranged from housekeeper, waiter and front desk attendant to bus driver, gardener and telephone operator.

The survey identified four categories of questions most often asked:

- Directions;

- Visitor services (restrooms, shopping, parking, etc.);
- Buses (schedules and locations); and
- Other (tickets, Historic Area schedules, building histories, etc.)

The survey also identified where most employees get information and ways in which Colonial Williamsburg can help employees respond to visitors' questions.

A number of recommendations were made. These included improved communication of programs; schedules, changes and other information, especially among divisions and departments.



Museum employees' heroic efforts helped keep flood damage low

On Aug. 18, 1989, a freak storm dumped nearly 11 inches of rain on Williamsburg in a 12-hour period. The rain, which followed a soggy summer, resulted in flooding throughout Colonial Williamsburg. Quick-thinking employees who took action prevented more severe damage.

The Wallace Gallery sustained severe flood damage as a result of the storm. Overflow from an outdoor storm drain flooded a mechanical room to a level of 37 inches before a wall gave way, flood the lower level and Hennage Auditorium.

According to Trix Rumford, museums vice president, "we had one to 10 inches of water covering about 30,000 square feet. There were about 300 objects, which were removed and carried to the second level. The most difficult things to move were the musical instruments because of their size and weight. We're very grateful to everyone who reacted so quickly to help out."

The Wallace Gallery was expected to be closed through January 1990 for repairs. Programs scheduled at the Hennage Audi-

torium were moved to the Lodge Auditorium and the Visitor Center Theatre.

Facilities throughout the hotel properties also sustained significant damage from flooding. During the height of the storm, there was up to 68 inches of water in the laundry's boiler room. The laundry was shut down for repairs, and laundry was sent to Virginia Beach and Eastern State Hospital for cleaning.

The Motor House also suffered major damage when overflow from the pool and surrounding area entered ventilation ducts and flowed into the basement. Damage was most severe in the Multilith department, dining reservations and an adjacent meeting room.

Other areas that received damage as a result of the rain included the Williamsburg Inn tennis courts and west pool, which filled with mud washed from the Abby Aldrich Rockefeller Folk Art Center construction site next door.

Total damage was estimated at \$1.5 million.



Colonial Williamsburg photo
"The Pleasures of Tea" was just one of the many topics discussed during special weekends at the Craft House on Merchants Square and the Craft House in the Williamsburg Inn. "The Pleasures of Tea" was hosted by historical interpreter Betsy Drumboire and Historic Foods specialist Kathryn Arnold.

Craft House special programs brought CW reproductions to life

In the spring of 1989, interpreters brought the charm of the 18th century to 20th-century homes and lifestyles to Craft House on Merchants Square and Craft House at the Williamsburg Inn. Daemie Lakics and Patti Pierce created the programs to enhance the visitor experience and historical significance of the reproductions.

The two-month series of programs began with Anne Gray, a designer at the Craft House Studio. She discussed the fabric program in "Decorating in the WILLIAMSBURG Style."

The Craft House also hosted "The Pleasures of Tea" with Kathryn Marshall Arnold during which she explained the etiquette of tea time and the importance of tea in 18th-century Williamsburg.

John Austin, senior curator of the collections, presented "Tablesettings - A Comparison."

Claude Jones, renowned floral designer, and Elizabeth Kane, visual merchandiser, offered advice on transforming fresh and natural materials into arrangements using WILLIAMSBURG reproductions.

25th annual Williamsburg Shops meeting held May 8-9

The 25th annual Williamsburg Shops Sales Seminar was held May 8-9 at the Williamsburg Lodge. More than 120 people, representing 57 shops from around the United States, attended the seminar. Of this number, 13 shops were represented for the first time. Awards were presented for sales achievement and for best presentation, in both interior design shops and gift/accessory shops.

The seminar was conducted by Jess Behringer, director of the Williamsburg Shops program. Presentations of new products also were given by several manufacturers.

Product managers Sarah Flanary, Gail Burger and Kris Fischer reported on new products which were being developed.

Dick Schreiber, vice president of business operations, gave the group an update on Colonial Williamsburg including the new Seven-Year Plan. Kate Karsen, director of advertising, promotion and direct mail, gave a report on the advertising and promotional programs. The meeting ended with a question-and-answer session.

Colonial Williamsburg also sponsored the second Licensed Manufacturers' Trade Show at this time.



Colonial Williamsburg photo
With lightning speed, David Banks took first place and a blue ribbon in the wheelbarrow race.

Landscape maintenance held first annual Field Day

The landscape maintenance department held its first annual Field Day on June 28, 1989, on Quarterpath Road.

There were 14 events in all with 75 employees taking part as competitors, judges or cheerleaders. Ribbons were handed out to all winners. In addition,

Busch Gardens tickets were given to first prize winners. The nursery crew had the highest score.

The event was planned by the department's quality team, the Garden Club, as a way to recognize employees' skills through competition.

CW introduced REX, a new employee initiative



Colonial Williamsburg photos
(Above) Anne Hethcock, manager of mail order fulfillment, added another letter to the REX board.

What's REX? REX stood for Recognizing Employee Excellence, a program the mail order department instituted to recognize and reward outstanding employees in the mail order, customer service and the packing/shipping areas at the Distribution Center.

Employees in customer service, mail order or packing/shipping receive a REX when a customer comments directly or infers that a clerk had given him or her good service.

If the customer does not remember the employee's name, the order number was used to track an order to a specific clerk, via the computer. Each packer/shipper puts a personalized card in each box that reads, "Personally packaged for you by..."

1989 was the first year that getting a REX netted the employee time off with pay. Anne Hethcock, manager of mail order fulfillment, said the employees devised their own rewards. The mail order and customer service clerks received an hour off because they have limited voice contact with customers, since 50 percent of orders are received by hand. The packer/shippers, on the other hand, put their personalized packing cards in each package that is sent to customers and have more opportunities to receive a REX.



Shields Tavern opening

Continued from page 1

included the Still House and Dairy, with stairways leading to the public rest rooms, and the "Necessaries," which hid the ventilation units for the underground kitchen.

At the rear of the property was the stable, which concealed a loading dock leading to one of the tavern's most unusual features – a tunnel. The tunnel led to Shields and the King's Arms Tavern next door and allowed for the underground delivery of supplies to both taverns.

The educational experience at Shields Tavern was further enhanced by the china used. Fragments of the fish-patterned china adapted for Shields were excavated at the rear of the tavern from deposits dating to Shields' time. Modern diners enjoyed meals served from china very similar to that used by 18th-century guests.

Meals at Shields Tavern were lighter and less formal than those offered at other taverns. Lunch and dinner menus changed daily. Appetizers and entrées represented items that might have been served in an 18th-century tavern.

Highlights from the dinner menu included a Shields Sampler, a "Taste of the 1750s." Items included barnyard chicken, roasted on a spit and served with Red Bliss potatoes; broiled peppercorn steak with smothered onions and fresh mushrooms; baked pork chops with Virginia apple fritters and more. Dinner entrées ranged in price from \$12.95 to \$17.45.

Shields Opening Drew upon the Talents of Many

Shields Tavern represented the combined effort and talents of employees from throughout The Colonial Williamsburg Foundation. Division and departments making major contributions to the project have included:

- Education and Research. Historical research, architectural research and archaeological research;
- Facilities and property maintenance that provided all interior planning and renovation, and landscape design. The departments included architecture and engineering, building maintenance, construction management, landscape maintenance and mechanical maintenance;



Colonial Williamsburg photo

In the Shields Tavern kitchen, Wyoma Smith prepared the first of many batches of soup.

- Colonial Williamsburg Hotel Properties Inc.; and
- Human Resources Division.



Colonial Williamsburg photo

The Shields Tavern Advisory Board included (from left) Manfred Roehr, John Loanan, Rod Manogue, Ester Berry, Mahoud Selim and Ed Swann. Not pictured is Rose Harris.

Advisory board stressed employee involvement

Shields Tavern was a restaurateur's dream, featuring the best in facilities and state-of-the-art equipment for food preparation and service. The success, like other enterprises, rested on its people.

Every person who worked at the tavern was a Shields associate. There was no distinction among job titles.

Employee interaction and communication were crucial in building and maintaining a sense of teamwork. Employee participation in the success of the tavern

was equally important. Presumably, no one knew the job better than the person doing it. That is why the Shields Advisory Board was developed.

The group was comprised of seven people -- Manfred Roehr, Chef Ed Swann and five associates, one from each part of the tavern. The purpose of the group was to maintain the highest possible level of quality for Shields' guests. They met once a month to discuss ways of improving efficiency of operations.

Discovering the "lost art" of straking



Colonial Williamsburg photo

On June 13 and 20, 1989, Colonial Williamsburg wheelwrights and blacksmiths completed a project that took months of planning, debate and preparation. The project consisted of straking two artillery wheels for a Galloper carriage. A strake is a short piece of iron, bent to match the circumference of the wheel. (Above) Placing the strakes on the wheel was a fast-moving process which required much coordination and teamwork. Steve Beuter held the strake in place. John Boag placed the nails, and Ron Vineyard drove them home. Looking on was Ken Schwarz. The joint was held in place by a very strong clamp called a Sampson.



Colonial Williamsburg photo

(Photo above) Alisa Aksenova, third from right, and Romas Budris, center, of the Soviet Union, visited Williamsburg in June 1989 as part of an exchange program between the U.S. and Russia. During their stay, they had an opportunity to witness with Colonial Williamsburg's interpretations. Rex Ellis was one of several interpreters who shared his craft with the Russian guests.

Museum officials discovered similarities, differences

Two Russian museum officials visited Colonial Williamsburg in June 1989. Alisa Aksenova, director of the Suzdal-Vladimir Restorations, and Romas Budris, director of the Art Museum of Lithuania, visited Williamsburg as part of a pilot program between the United States and Soviet Union.

During their visit, they took part in extensive tours of the Historic Area, the

DeWitt Wallace Gallery, Public Hospital and the Collections and Conservation area. They stayed in one of the reconstructed colonial homes and ate at the Williamsburg Inn.

Financial support for the exchange program came from the American and Society chapters of the international council of Museums and the Trust for Mutual Understanding.



1989 in Review

Working to make CW the best place to work

Colonial Williamsburg President **Chuck Longworth** launched an initiative to make Colonial Williamsburg the best place to work. "What do I mean by saying that Colonial Williamsburg should be the 'best place to work,'" he wrote in his column, "Viewpoints from the President." "I mean that any one of us, if asked where we work, would respond, 'Colonial Williamsburg, that's the best place to work,' or 'I work in the best place in Williamsburg, or Virginia, or the country, or the world.'"

The objectives for achieving this goal included:

- A shared purpose and direction;
- Respect for each individual;
- Competitive pay and benefits; and
- The means to achieve success.

AARFAC treasures

began two-year tour

More than 180 objects from the Abby Aldrich Rockefeller Folk Art Center went on exhibit at the Whitney Museum of American Art in New York on Jan. 26. "Treasures of American Art" began a two-year tour.

In addition to New York, the display went to Washington, D.C., Raleigh, N.C., Toledo, Ohio, San Francisco, Calif., Dallas, Texas, and Tulsa, Okla. The traveling exhibition celebrated the 50th anniversary of Mrs. Rockefeller's gift of folk art to the Foundation.

The exhibition came back to AARFAC in December 1990, which was in time for the opening of the expanded folk art center.

CW Journal mailed to all employees

Beginning in March 1989, Colonial Williamsburg employees and retirees received the Colonial Williamsburg Journal. Published by the external affairs division, the Journal contained feature-length articles on a variety of topics related to Colonial Williamsburg. The magazine included a message from the president, news briefs, book reviews, schedules for Historic Area programs, special events and items of general interest.

The Journal is published four times a year.

Several employees captured OOP award in 1989

Thirteen Colonial Williamsburg employees received the Order of the Pineapple Award in 1989. They included John Austin, Betsy Avis, George Collins, Freddie Cortrill, Hugh DeSamper, Steve Elliott, James Gwaltney, Jim Hundley, Willie Parker, Sharon Randall Dorsey, Chris Rehberger, Tom Spear and Rendell Spratley. The Order of the Pineapple award is the highest award an employee can receive for hospitality and courtesy.

CW chefs cooked up top honors in Virginia Beach

More than 25 Colonial Williamsburg chefs and apprentices participated in the first-ever Tidewater Chefs' Association Culinary Salon. Held March 8-9, 1989, the salon included competitions and an exhibition featuring the work of top chefs.

Theresa Bailey, third-year apprentice at the Commissary, won a silver medal for her nougat egg, decorated cake and a pastillage candy box.

Robbie Lipford, a pastry cook at the Commissary, won a gold medal and Judge's Special Trophy for a decorated cake, chocolate candies and six each of marzipan animals.

Judy Pearce, chef in the Pastry Shop, won a silver medal for French pastry, decorated cake with a centerpiece made out of

delicate royal icing.

John Kogleman's entry featured pastry bread of two bread baskets, fancy breads and rolls, Easter bread, a tray of Danish, marzipan figures of Easter eggs, rabbits, chicks and a centerpiece which included a 42-inch chocolate rabbit. He earned a bronze medal.

Executive chef Pierre Monet and his team prepared eight different entrées and two platters of four servings each for the Category B-Individual Hot Food Displayed Cold. He and his team received a gold medal for their efforts.

Planning continued for CW Child Care Center

Planning for Colonial Williamsburg's Child Care Center moved along in spring 1989. An architectural firm was hired and was working on preliminary sketches.

The center is designed to accommodate 142 children, ranging in age from six weeks old to five years old. Two employee meetings were held May 1-2 to discuss the center. Then a parents' advisory group was started to get ideas from parents.

The center, located between the Visitor Center and Group Arrivals Building and the Cascades, was expected to be completed in mid-1990.

Young Colonials Club offered during summer

Two exciting summer programs for young guests were offered in 1989.

The mid-day program started at Chowing's Tavern. The three-hour, fun-filled tour of the Historic Area included activities such as lawn bowling, musket firing demonstrations, Fife and Drum Corps parades, a visit to the Governor's Palace and demonstrations of domestic crafts at the Wythe House.

The evening program provided fun, games, swimming and picnicking on the Motor House grounds. Putt-putt golf, table tennis, arts and crafts, and games of all sorts were featured.

Each three-hour program was supervised by trained Colonial Williamsburg staff. The program was for children ages five through 10.

Cabinetmakers finished first reproduction spinet

The first Hay Shop spinet was completed due to the many craftspeople, conservators and curators throughout the Foundation.

The reproduction represents approximately two years of work, much of which was spent in initial studies and drawings. The actual construction time was approximately 600 hours. During the construction, it was necessary to stop from time to time to make essential period tools and develop previously untried techniques.

The instrument is a reproduction of a Johan Baalthazar Zopfe spinet made late in the first half of the 18th century. The original Zopfe spinet was donated by Mrs. Charlotte Morton.

The new spinet was installed at the Barraud House.

CW received \$5 million gift for educational needs

The Annenberg Foundation, a charitable organization created by former diplomat and publisher Walter H. Annenberg and his wife, Leonore, gave an unrestricted \$5 million gift to The Colonial Williamsburg Foundation. The gift will be used for the improvement and support of Colonial Williamsburg's educational, research, conservation, and the library's activities and facilities.

The Annenbergs were longtime Colonial Williamsburg supporters who have made substantial gifts to the Foundation since 1977. In 1983 they gave \$1 million



Colonial Williamsburg photo

Cast members of "Lethe" included (from left) Russ Lawson, Stephen Furey-Moore, Ron Milovac, Charles Bush, Roman Allis, Stanley Beadle, Toni Brennan, Ben Emery, Pat Twining and Steve Halloway.

Play reflected the human condition in 18th century

"Lethe" or "Aesop in the Shades" was part of the lineup of 18th-century plays and opened April 8, 1989, at the Williamsburg Lodge.

This dramatic satire, written in 1740 by David Garrick, evolved through a series of revisions to become one of the most successful plays on English and American stages. The play opened in a

grove in Hades, between the rivers Styx and Lethe. Prosperine has obtained permission from Pluto, King of Hades, to invite qualified mortals to drink Lethe's waters and cast off their earthly cares.

"Lethe's" popularity testified to Garrick's skill in painting satirically comic portraits of contemporary London society.

toward the renovation of the Visitor Center. Annenberg has called the restoration and interpretation of 18th-century Williamsburg "the fountainhead of Americansim."

New bus route eliminated intrusion from Historic Area

On July 17, 1989, with the completion of the Palace parking lot, a new bus route was launched. The new route circles the Historic Area with stops at strategic locations designed to give guests easy access to all parts of the Historic Area.

The new route improved the atmosphere of the Historic Area and the educational experience for guests.

Historic Area ticket sales moved to Greenhow Lumber

Ticket sales in the Historic Area have moved from the Courthouse to the Greenhow Lumber House.

All operations previously conducted at the Courthouse have moved including:

- General Admission Ticket Sales;
- Special Focus Tours: Tickets and Departures;
- Children's Tours: Tickets and Departures;
- Lanthorn Tours: Tickets and Departures; and
- Carriage and Wagon Ride tickets.

King's Arms Tavern named one of top 100 restaurants

King's Arms Tavern was named on the United States' top 100 restaurants for business entertaining by Sales and Marketing Management magazine. The tavern was recognized through a reader's choice poll, the results of which were published in the February 1989 issue of the magazine.

One of only three restaurants in the state to be chosen in the 15th annual Readers' poll, King's Arms joins the Trellis in Williamsburg and the Tobacco Company in Richmond. Other restaurants receiving awards included the Greenbrier in West Virginia and the Four Seasons in New York.

Hotels won fifth consecutive Pinnacle Award

Colonial Williamsburg Hotel Properties Inc. won their fifth consecutive Pinnacle

Award for excellence in conference facilities and services.

Conference facilities from around the country were selected for the award by readers of Successful Meetings magazine. Meeting and conference facilities were chosen for the award through votes submitted by meeting planners from around the country. The top five meeting and conference facilities in each region received the award based on the number of votes received.

History Forum examined American wealth, welfare

"American Wealth, American Welfare: Obligations of Government in the New Republic, 1776-1826," was the topic of the third annual Colonial Williamsburg History Forum, Nov. 2-4, 1989.

The History Forum focused on our country's first 50 years. Participants examined the origins of poverty and the means to alleviate it in young America.

International landscape expert spoke at library

Colonial Williamsburg's "Library Lecture Series" kicked off the fall 1989 season with a long sought-after visit by international landscape authority John Dixon Hunt.

The highlight of Hunt's planned three-day visit was his public lecture Sept. 29, 1989, in the Williamsburg Regional Library Auditorium.

Hunt, director of landscape studies at Dumbarton Oaks in London, lectured on "The Availability of Styles in European Garden Design at the End of the 17th Century."

Shields Tavern won awards for excellence

Shields Tavern received a 1989 award for Excellence in Architecture from the Virginia Society of the American Institute Architects (AIA).

Shields was one of eight winners in the competition to which a total of 97 projects were submitted. The competition was reviewed by a design jury.

The Shields Tavern project received the award as part of the 1989 Design Competition, sponsored by the Virginia Society/AIA.